

POLICE SUPPORT SPECIALIST

DISTINGUISHING FEATURES

The fundamental reason the Police Support Specialist position exists is to participate as an active team member performing skilled data entry, maintenance, and retrieval of police reports, records and other related materials in a variety of units in the Police Department. Performs complex record keeping; filing duties, compiling statistics and general clerical work. This classification does not supervise. Police Support Specialist reports to the Police Records Supervisor.

ESSENTIAL FUNCTIONS

Types reports and statements from police officers and other police personnel using word processing computer requiring continuous and repetitive arm, hand and eye movement; sits for extended periods of time. Enters, corrects, changes, retrieves, loads, downloads, updates information using an automated records management system. Operates and translates reports from a Dictaphone.

Transmits and receives intra and interstate telecommunications on computer; inputs, produces, revises and copies data. Must be certified on telecommunications computer and follow prescribed legal procedures. Follows police policies and procedures and meets various deadlines.

Enters and retrieves information on various computer systems using CRT units; queries system for information on crimes, accidents and names; enters and updates information.

Trains new employees on the processes, operations, and job functions of the Police Support Specialist position.

Sorts, codes and files original police records of arrests, incidents and traffic accidents. Prepares and distributes fingerprint cards and related documents to various police and court agencies.

Operates a variety of standard office equipment and performs general clerical work such as filing, typing, answering phones; establishes and maintains paper and computer files and purges files; sorts separates, arranges, files and distributes files in prescribed manner. Must demonstrate mutual respect for people at all levels. Must be skilled in providing superior customer service for both internal and external customers. Communicates with and assists the general public and other agencies by providing general information and statistical data both in person and over the phone.

Attendance and punctuality are essential functions of this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of:

- Business arithmetic.
- Business composition: able to communicate through written documentation with correct spelling, grammar and punctuation.
- Modern office practices; and standard office equipment including fax machines, copiers, phones, personal computers, etc.
- Computer software skills to include word processing, spreadsheets, and e-mail.
- Knowledge to operate within a Microsoft Windows environment.

Ability to:

- Meet deadlines.

- Work rotating shifts, weekends and holidays.
- Comprehend and make inferences from material written in the English language.
- Learn job related material through oral instruction and observation that takes place mainly in an on-the-job training setting.
- Communicate in the English language over the phone and in person in a one-to-one or group setting.
- Enter data or information into a terminal, PC, or other keyboard device.
- Listen and communicate and deal effectively with co-workers, City employees and the general public.
- Work cooperatively with other City employees.
- Sit for extended periods of time working on computers, etc.
- Coordinate visual and muscular dexterity to operate standard office equipment including a computer terminal, dictaphone, telephone, copy and facsimile machine, telecommunications computer, and CRT which require repetitive eye/hand/arm movement.
- Make simple mathematical calculations.
- Sort, separate, arrange, file and distribute files in prescribed manner.
- Maintain confidentiality and security of records.
- Review, check and compare data for accuracy.
- Handle multiple tasks simultaneously; lift and carry files weighing up to 20 pounds; climb and stoop to reach files.
- Work safely without presenting a direct threat to self or others.

Education & Experience

- Graduation from high school or GED is required.
- Minimum of two years clerical experience and the ability to type 35 wpm is required.
- Obtain and maintain ACJIS computer certification.
- A valid Arizona driver's license with no major driving citations in the last 39 months is required for all driving positions.

FLSA Status: Non - Exempt

HR Ordinance Status: Classified